

# Virginia Call Center Facts & Figures

# The Beginning



- In December 2000 Representative Boucher from the 9<sup>th</sup> District of Virginia visits Travelocity Fort Worth
  - Discusses opportunity in Clintwood
    - Specifically the now vacant Nexus Call Center



# Win Win Situation

---



**Travelocity was looking to expand its customer service capabilities and needed to hire great employees**

**Clintwood had just lost an employer of 300 good people due to Nexus' rapid and unfortunate financial woes**

# The Plan

---



- With Representative Boucher's insights in hand we visited Clintwood
- Charles Yates of the Virginia Coalfield Economic Development Authority (VCEDA) and Charlotte Mullins of the Dickenson County Independent Development Authority (IDA) team up and bowl us over
- A relationship was cemented between Travelocity and the good folks of Virginia

# What We Found

---



- **We were impressed with the insight of the communities who teamed up years earlier to foster new business growth**
  - **Realizing the need to expand from a resource based economy they set out to build Western Virginia's new economy**
  - **Training in high school and community colleges developed the talent pool we see today**
  - **These jobs benefit the community by offering a "local" future for residents**

# Grand Opening



# What We Invested

---

- **To date we have committed hundreds of thousands of dollars to this operation**
  - **Staff payroll**
  - **Infrastructure and technology assets**
  - **Utilization of local vendors where possible to help us operate our facility**
  - **Hundreds of hotel nights and other travel related expenses**
- **The financial support of VCEDA and the IDA made this financial model work for our shareholders**

# Just A Beginning

---



- **We look forward to working together for years to come**
  - **The addition of child care facilities will continue to make Technology Park the employer location of choice for years to come**
  - **Aggressive incentives will keep new companies looking as well**
    - **Diversification is a key to success**
    - **Balance potential employee base with saturation**



# The Call Center

